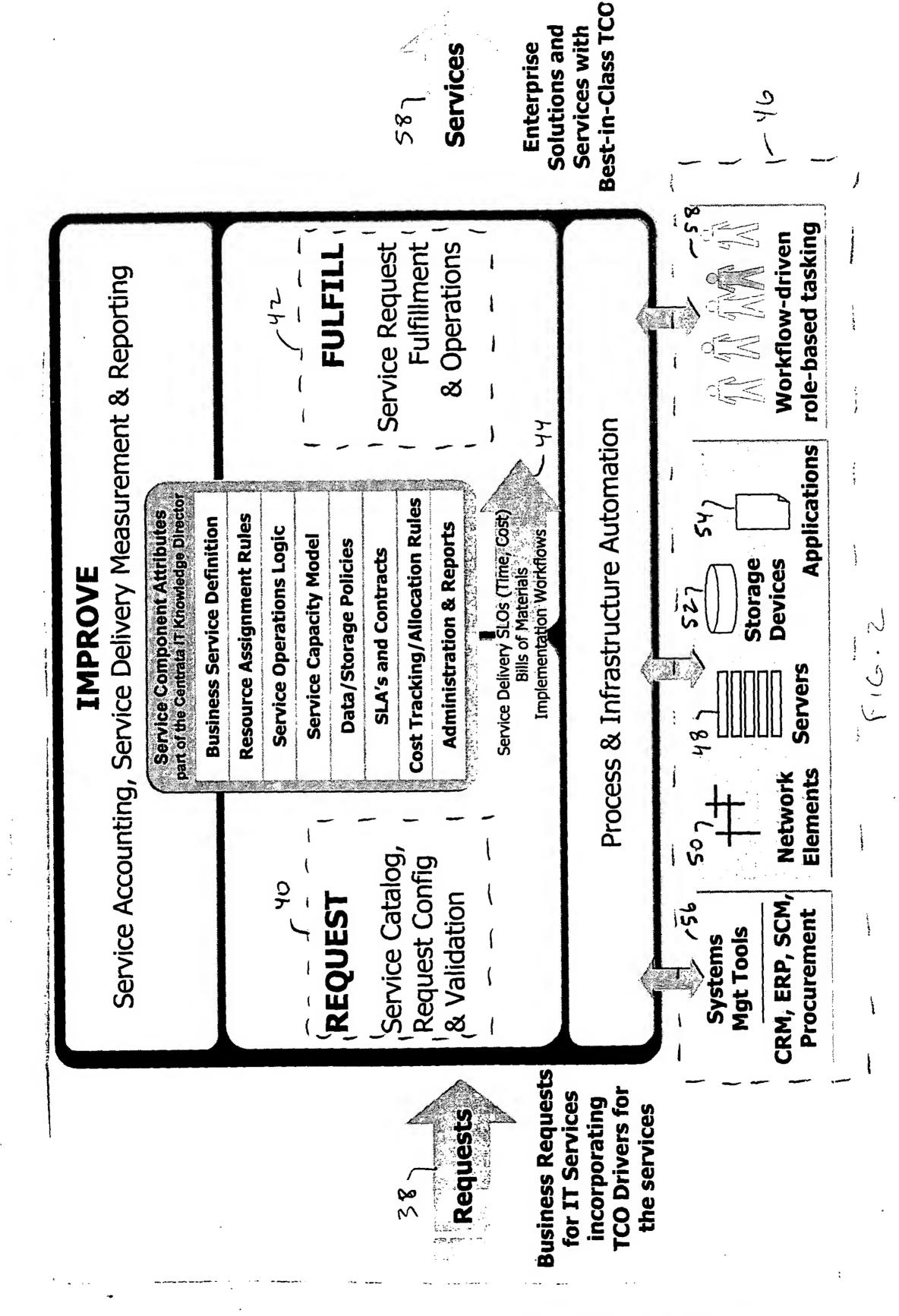
AS FILED

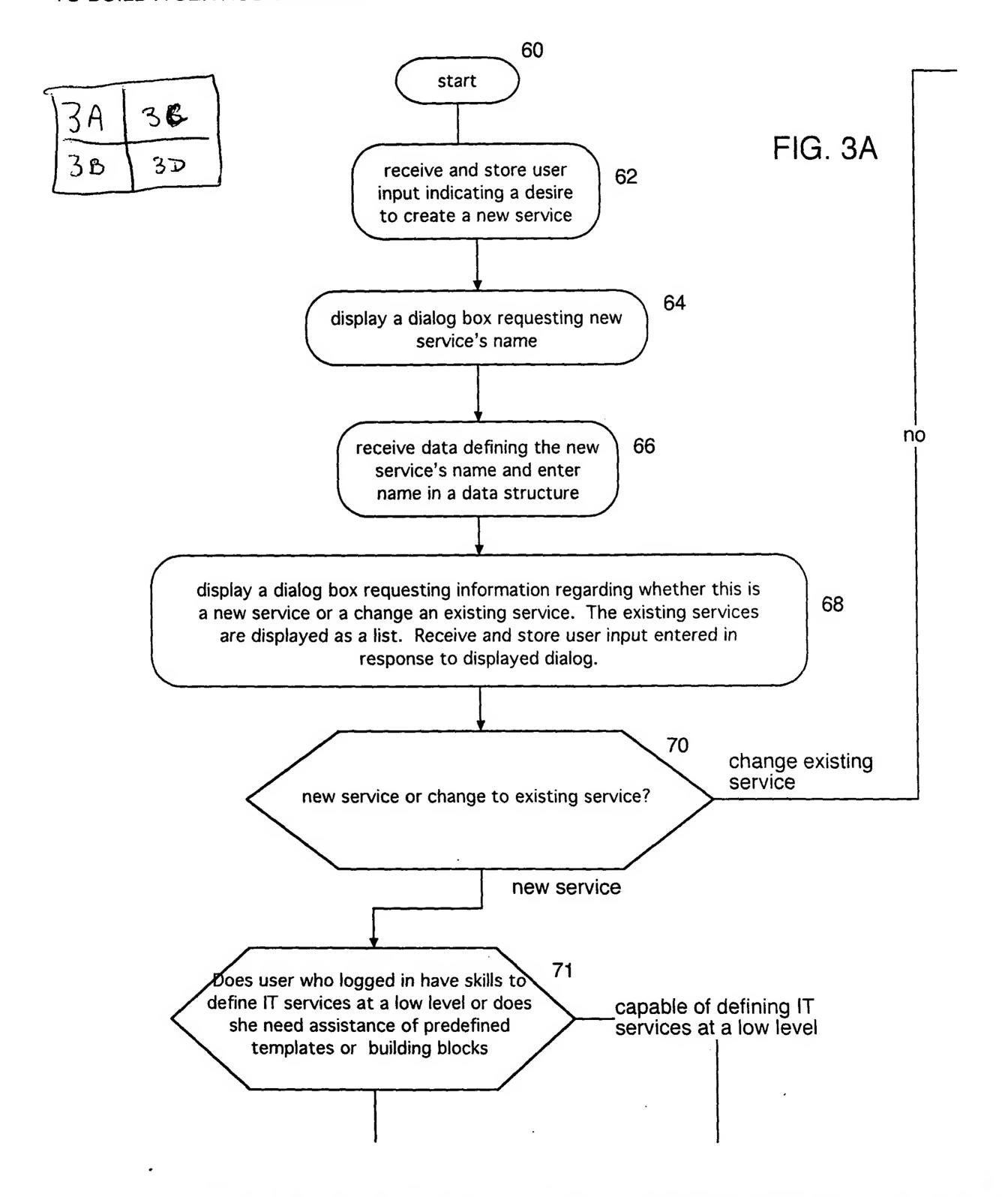
(Reference Implementation) Catalog ices IT Serv Centrata

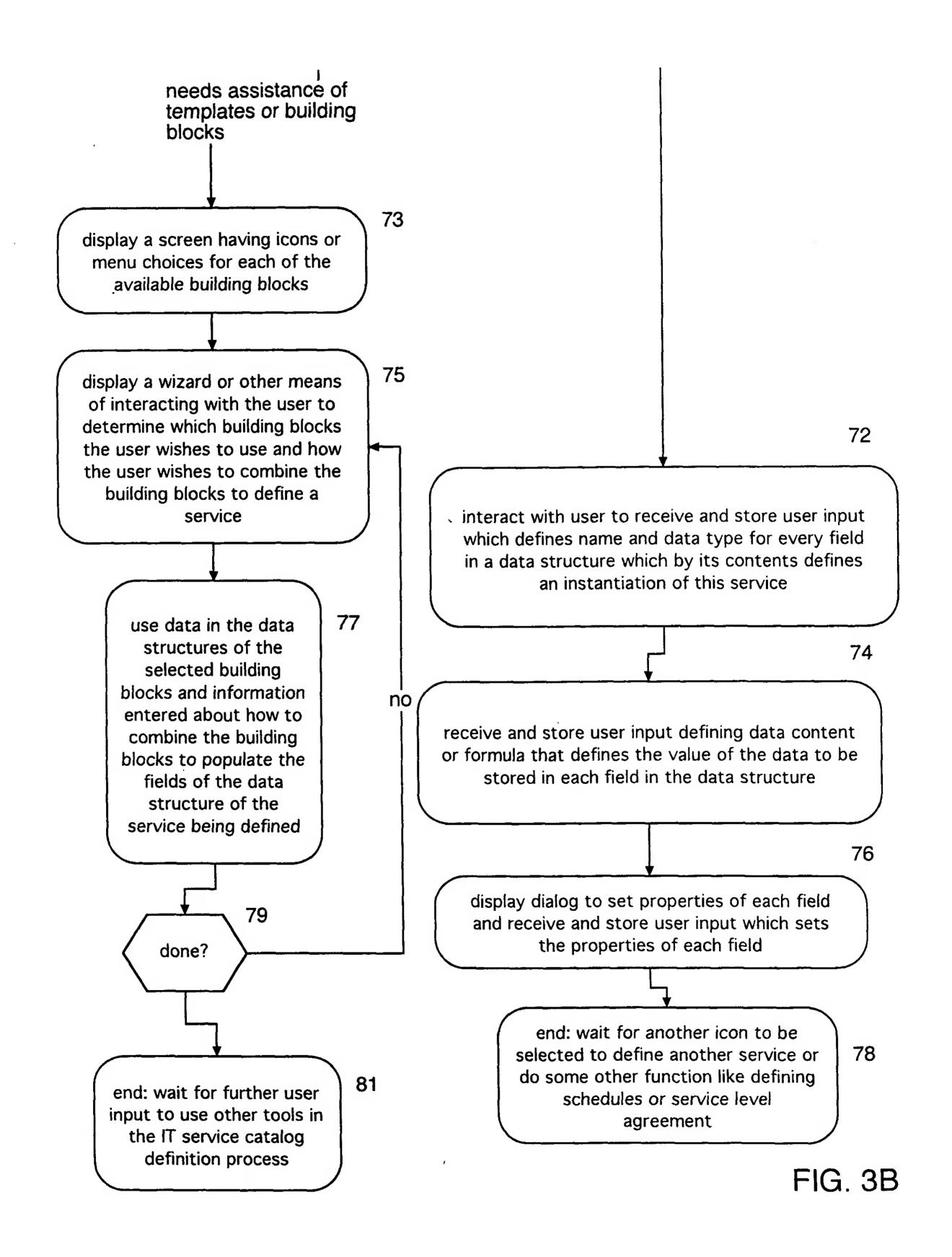
Business Units & IT Operations	Facilities	Operations Ce Fulfiller	Office setup Office moves Datacenter setup Datacenter relocation Space mgt Space mgt Physical disaster recovery	AS FO
IT Operations 22	Telecom	IT Telecom Operations	 PBX Voicemail VoIP Phones Calling Cards Audio conference Video Conferencing Voice network 	• Carrier connection
Application Dev. and IT 20)	Network & Security Services	IT Network Operations	 WAN Routers Campus Routers Core Switches LAN Switches Firewalls DNS Servers Directory Servs Intrusion detect VLAN/RAS 	Authentication ISP Access Bandwidth
Application Dev. and IT	Compute & Storage Services	IT Datacenter Operations	 App servers DB servers File servers DASD storage NAS storage Backup Cluster config Internal servers App monitoring 	Sys monitoring Storage redundancy
Application Development 16 & Support	Appliteatifon invitromment Services	IT Datacenter Operations	 Production environment for package apps Production environment for custom apps Stage environments Development 	Stress test environments
End User (4)	Serviceition	Application Development & Support	 Financial Apps ERP Applications CRM Applications Decision Support Custom Web Apps App configuration Output Mgt Job scheduling App support 	App tuningApp upgradesApplication training
Ë	End User Employee	IT Operations (Support)	 "New Employee" "Move Employee" Email Account Password reset Printer setup Desktop computer Telephony Voicemail FAX 	Application AccessVPN accessDesktop training

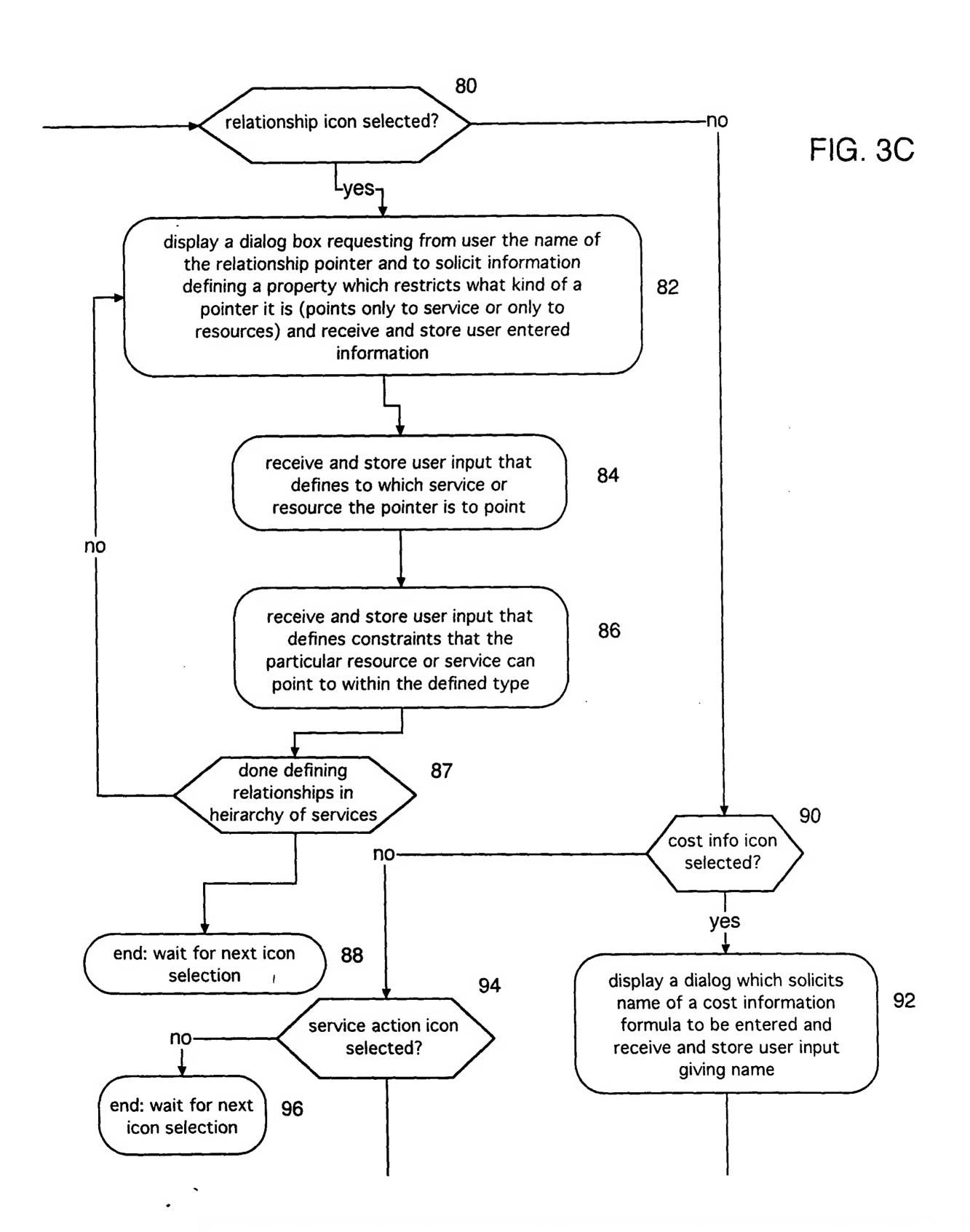
CONTRACTOR OF THE PROPERTY OF

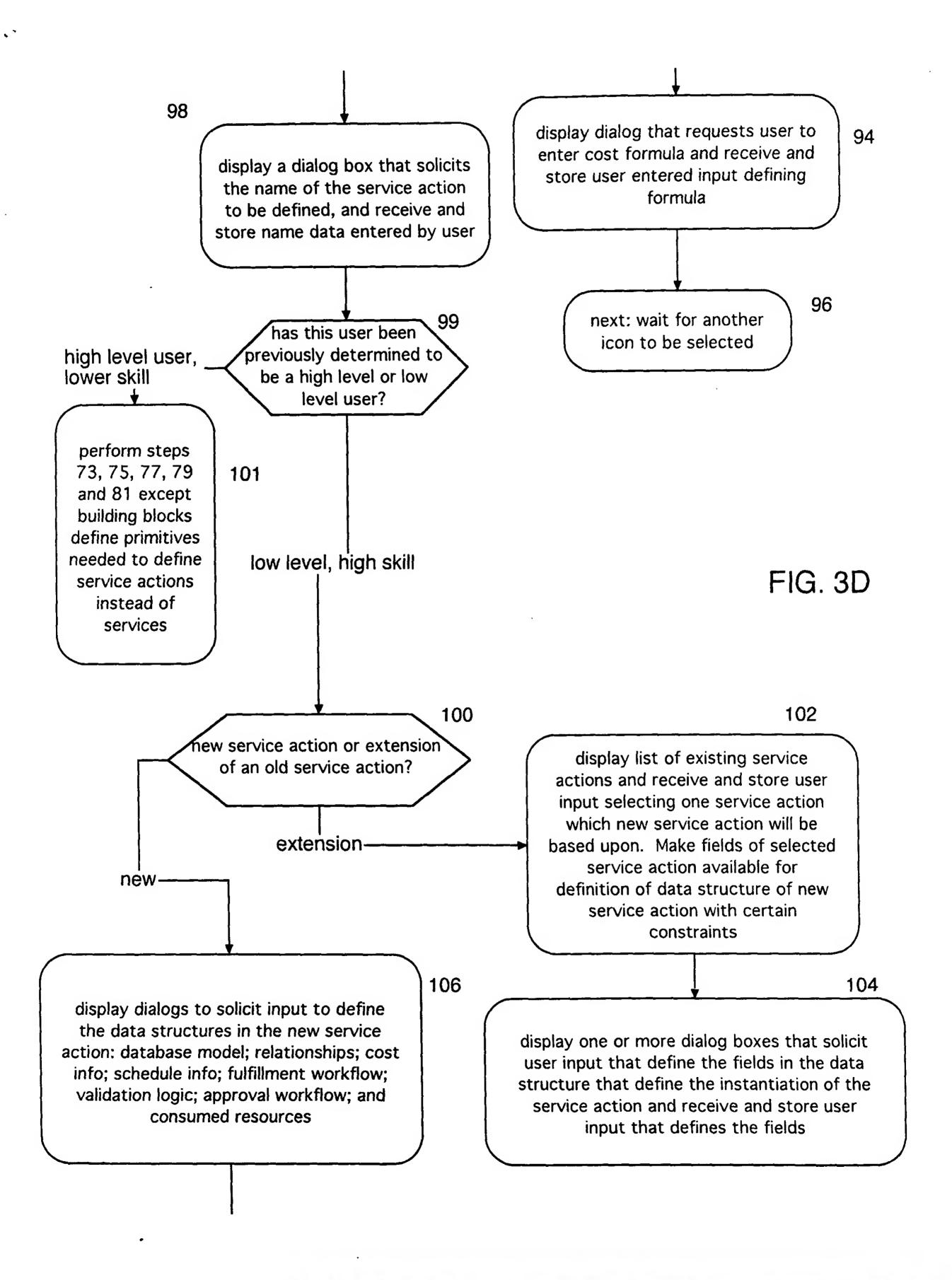


PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG









Business Units & IT Operations	Facilities	Telecom Operations erations IT Service Fulfiller
IT Operations	Telecom	IT Telecom Operations IT Servic
Application Dev. and IT Operations	Network & Security Services	IT Network Operations
Application Dev. and IT Operations	Compute & Storage Services	TT Datacenter Operations
Application Development	Servitess	IT Datacenter Operations
Requestor End User	Organizations Application Services	Application Development & Support
IT Service Requestor End User	End User graployee	IT Operations (Support)

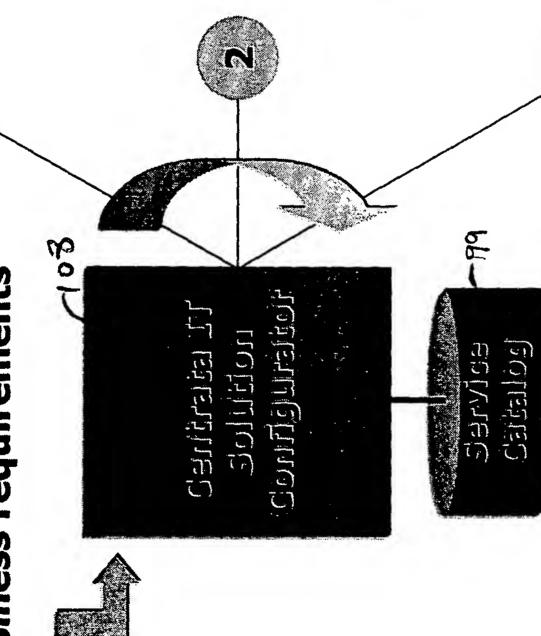
LINES PRESENTED BY AND LAND AND A CONTROL OF THE PROPERTY OF T

ntrata IT Services Model Service Governance Processes Service Actions and Service Operations Logic	e dans e men e midde na estanomichten metam te dans madelle fierd. En eich er de fieren eich endfilm fer da	Service Pricing / Cost Tracking/Allocation Rules	s & Reports
serv	The second control of	Service Pricing / Cost	Service Metrics & Reports
100 TO 10	OPINA TERRETORISTA DE LA COMPANSIONA DEL COMPANSIONA DE LA COMPANSIONA DEL COMPANSIONA DE LA COMPANSIONA DEL COMPANSIONA DE LA COMPANSIONA DEL COMPANSIONA DEL COMPANSIONA DE LA COMPANSIONA DEL COMPANSIONA DEL C	**************************************	Service Capacity Model

ال () · الح

いらい





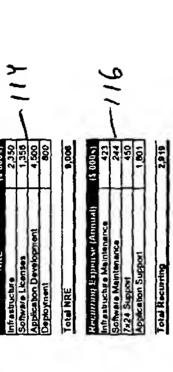
RFS's & SR's



BOM's

Workflows

Solution Costs (TCO)



Development, deployment, maintenance

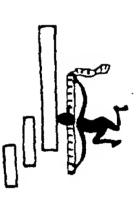
Delivery and Quality Metrics

m

Solution request configuration process is iterative

Each output type can be fine-tuned

request configuration parameters



by changing

cost & risk

Side-by-side comparisons of alternative

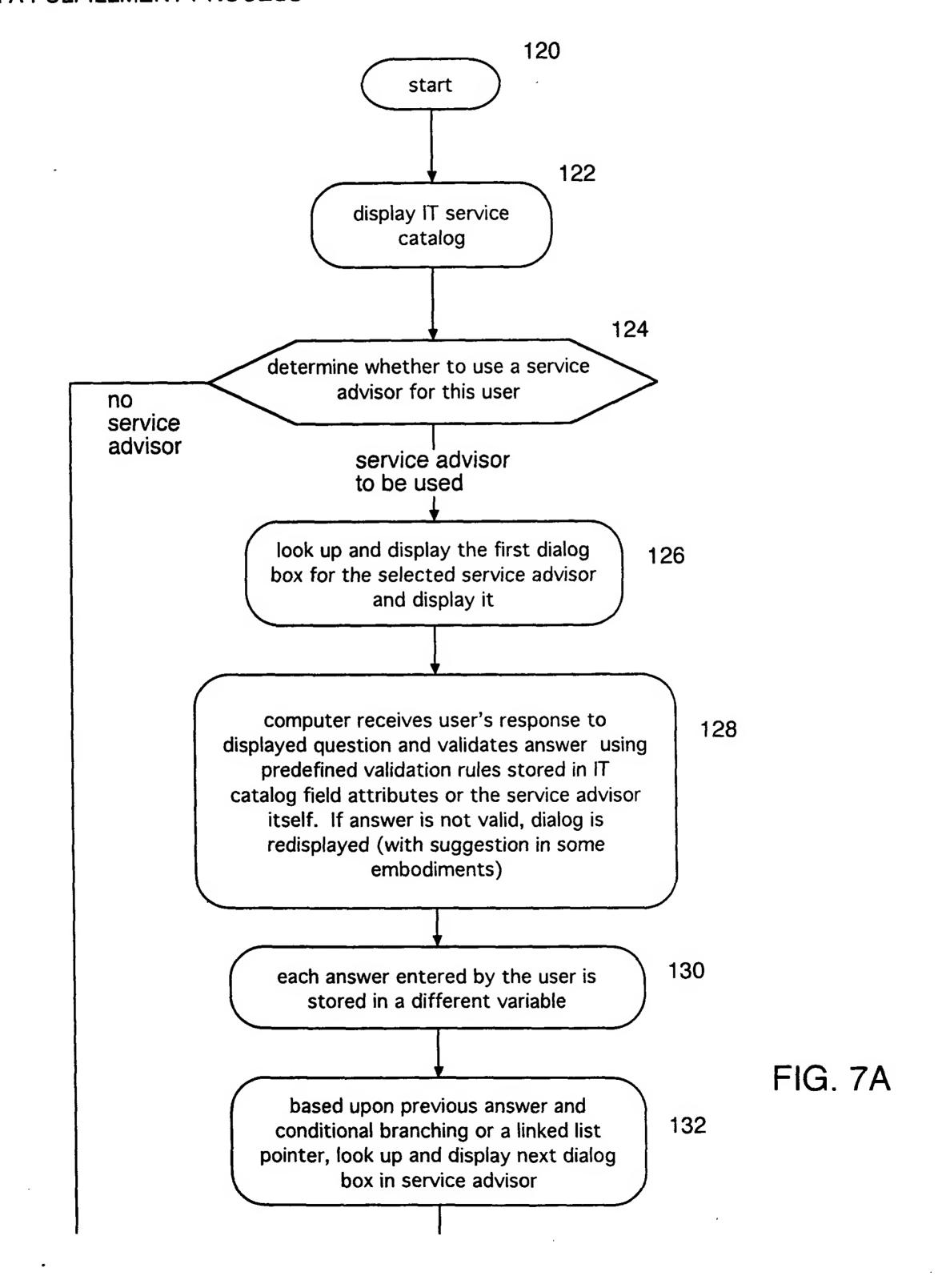
configurations and their associated

profiles are provided

Six Sigma and other project governance and delivery metrics

F16.6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR IT SERVICES AND CONVERT THEM TO SPECIFICATIONS FOR A FULFILLMENT PROCESS



receive user input answer to 134 FIG. 7B displayed question and validate using validation rules. Redisplay dialog box if answer is invalid repeat the process of branching to appropriate dialog box 136 based upon entered answers, displaying dialog boxes, receiving user input answers to posed questions and validation of answers and redisplaying dialog boxes if answers invalid until a leaf on the decision tree is reached and a specific service action can be recommended and storing recommendation of service action. It is possible that multiple service actions can be recommended 138 gather all encountered recommendations for service action and display 140 computer automatically fills in all fields of data structures of all recommended service actions using validated data entered by the user in response to questions posed by the service advisor dialog boxes computer solicits user to fill in any fields including 142 relationship fields of the data structure(s) of the recommended service action(s) and receives data user enters. In some embodiments, the computer automatically validates new data entered by user using validation rules stored in attributes of fields user is filling in. Valid data is stored in the appropriate field. Invalid data is rejected and the user is given another chance to enter valid data. Output of validated completely filled out service request that contains bill of materials, cost estimates and workflow/task lists for approval and fulfillment processes. end

THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

